

## ABSTRACT

### CARING IMPROVEMENT BASED ON ANALYSIS OF CAUSES OF BURNOUT SYNDROME AMONG NURSES

Cross Sectional Research

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Burnout syndrome in nurses may affect the services to the patients, especially caring. This study was aim to improve caring based on analysis of the burnout syndrome in ward at RSU Haji Surabaya.

This study used cross sectional design. The population of this study were 120 nurses at RSU Haji Surabaya, with a sample 92 respondents. This study used cluster sampling technique proportional sampling. The variables were causes of burnout syndrome, burnout syndrome, and caring. The data were collected by using quistionnaires. The data were anlysed by using multiple linear regression anylisis and multinominal logistic regression analysis.

The result showed that emotional exhaustion, the dimension of burnout syndrome, affect on caring ( $p=0,000$ ). Individual factors were age ( $p=0,000$ ), self efficacy ( $p=0,035$ ), and work factor namely workload ( $p=0,011$ ) were affect on emotional exhaustion.

The conclusion of this study was emotional exhaustion, which is dimension of burnout syndrome, can affect caring. Based on the findings, researchers recommend to increase caring by refresh about nursing function, do appropriate of nurse shift, on the job training, and make role model in each ward. Further research can discuss about rewards and realocation workload in influencing caring nurses at RSU Haji Surabaya.

**Key words:** individual nurse factors, work environment, burnout syndrome, caring